



Docket No.: CE11527JDP

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Substitute for form 1449A (02-03) INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>		<i>Complete if Known</i>	
		Application Number	10/743,513
		Filing Date	12/19/03
		First Named Inventor	PRAVEENKUMAR, SANIGEPA L ET AL.
		Group Art Unit	N/A 2684
		Examiner Name	N/A <i>HTA</i>
Sheet	1	of	1
		Attorney Docket No.	CE11527JDP

U. S. PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS

Examiner Signature	<i>Sam Hamm</i>	Date Considered	10/5/05.
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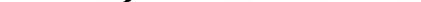
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Substitute for form 1449A/PTO		<i>Complete if Known</i>	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>		Application Number	
		Filing Date	
		First Named Inventor	Sanigepalli V. Praveenkumar
		Group Art Unit	
		Examiner Name	
Sheet	1	of	
		Attorney Docket No.	CE11527JDP

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(use as many sheets as necessary)		Filing Date	
		First Named Inventor	Sanigepalli V. Praveenkumar
		Group Art Unit	
		Examiner Name	
Sheet	1	of	Attorney Docket No.
		CE11527JDP	

OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ¹
<i>JHJ</i>		RouteSience, "Lower Bandwidth Cost", http://www.routescience.com/products/pro_lower.html , 12/11/03	
<i>JHJ</i>		Nortel Networks, "Enhanced Contact Center, Self-service solutions" http://www.nortelnetworks.com/corporate/news/topnews/2003a/021203_engaged_business.html , 2pages	
<i>JHJ</i>		"Multi-modal Interface Technologies", Paul Dalsgaard, http://www.eu-norddanmark.dk/download/IST%20012%20MultiModal_Interfaces ,	
<i>JHJ</i>		"Device Dependent Modality Selection for User Interfaces-An Empirical Study" by Christian Elting, Jan Swickel and Rainer Malaka, found in International Conference on Intelligent User Interfaces, 2002,	

Examiner Signature	<i>Mark Harry JH</i>	Date Considered	10/5/05
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